

# Livv magazine

The magazine for Livv Housing Group customers **Winter 2021**

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communities**

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# Hello & welcome

Welcome to your winter edition of *Living* magazine. This edition contains some important information from us as well as some help and advice for you over the winter months.

On page 5 we're highlighting the importance of having contents insurance for your home. We insure the building, but it's your responsibility to make sure your contents and personal possessions are covered.

We recently issued our annual report updating customers on some of the things we've been doing, as well as sharing our performance against the things you told us are important.

On pages 10 & 11 you can find out how you can get involved with us at Livv and we bring you news of career opportunities and training with us.

With the festive season just around the corner there's some handy hints on recycling this Christmas as well as some tips on keeping your home safe, warm and secure on pages 14-15.

There's an update from Knowsley Council on pages 16 and 17 with news about Knowsley being next year's Liverpool City Region Borough of Culture.

Supporting people to be safe in their homes and our communities is a key priority for us and our partners. On pages 18 & 19 you'll find details of the resources available if you experience issues and also some advice on fire safety.

Remember to enter our winter wordsearch to be in with a chance of winning a £100 Amazon voucher!

I hope that you're all remaining safe and that you enjoy this edition of *Living*.



**Léann Hearne**  
CEO, Livv Housing Group

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## Fancy a new surrounding? See what



HomeSwapper is the UK's biggest and best direct home swap service. Having a community of 500,000 social housing customers and a leading mutual exchange service, it really is the quickest and easiest way to find the right property for you.

**Being a Livv Housing Group customer means you gain free access to create your own account as we'll cover all of your membership fees. So go and create an account, visit the HomeSwapper website page to view all of their handy guides.**

**90% get matches within 24 hours**

You can access this service online and find lots more information at [www.homeswapper.me](http://www.homeswapper.me) or you can download the app.

Whilst HomeSwapper will help you with your home swap, please contact us here at Livv Housing Group for information on your property or help getting your account approved.



## Need to get hold of us?

We've been receiving an unusually high volume of calls lately. We're sorry that this has caused longer wait times for some customers. To help us take more calls and reduce wait times, we have new colleagues joining our Contact Centre very soon. In the meantime, try calling during our quieter hours:

Thursdays and Fridays between 4pm – 8pm.

Mondays are usually our busiest day so if your call isn't urgent, it's best to call us later in the week.

Phone us on **0151 290 7000** or **0800 561 007**.

Our contact centre is open Mon – Fri: 8am – 8pm, Saturday 9:30am – 1pm and closed on Sundays.

## There are other ways to get in touch too.

Visit our website [www.livvhousinggroup.com](http://www.livvhousinggroup.com) and use our instant Live Chat service.

Sign up for Livv Online while you're there. This is our new dedicated online service where you can:

- **pay your rent**
- **view your account**
- **view your repairs**
- **report a repair**
- **give us feedback**
- **contact us**

You'll need your tenancy number to register.

If you prefer to email, drop us a line at [contactcentre@livvhousinggroup.com](mailto:contactcentre@livvhousinggroup.com) or follow us on:

**Facebook**

 @LivvHousing

**Twitter**

 @LivvHousing



# Family fun at the Bluecoat!

There's lots for you and the family to do at Bluecoat this winter. So, if you're in town, why not pop in and take a look?

The Bluecoat is Liverpool's contemporary arts centre in the heart of the city. In the children's area you'll find new 'busy boards' for kids under 4, free bags packed with art activities to do at Bluecoat (or take home) and a selection of books to read during your visit. To find out more about what's on, visit: [www.thebluecoat.org.uk/family](http://www.thebluecoat.org.uk/family)

The Bluecoat isn't just for families. Lots of people visit the galleries for a moment of calm amongst the bustle of the city centre. This winter the Bluecoat will be hosting three new exhibitions exploring identity in the 21st Century,

by artists Deborah Roberts, Rosa-Johan Uddoh and Sumuyya Khader.

As well as free exhibitions and other arts events, there is an affordable café, a beautiful garden and a range of independent shops. It's a friendly place for all where the staff will always give

you a warm welcome.

Bluecoat is usually open from 11am – 5pm from Wed – Sun.

Christmas opening hours are a little different so please check the website or ring **0151 702 5324**.



## Lending a helping hand

**Our Livv Care and Repair team were recently approached by a customer who is getting ready to launch a support group for people living with dementia.**

A venue had been found but it needed some changes to make the toilets more accessible.

Our team set about making improvements to help the

support group, including replacing old fittings and installing adaptations for a range of disabilities.

When the team first visited, they noticed that the central heating boiler was out in the open and could be accessed by anyone. Our team of handymen decided to make a large

cupboard to close it off and move the wiring and switches out of reach, making it safer for the group users.

Once the space in Halewood is finished, the group will finally be able to offer much needed help and respite to people with dementia and their loved ones who care for them.

## Are your possessions protected?

**Did you know that it's your responsibility to make sure your furniture, belongings, and decorations are insured against fire, theft, vandalism, or water damage such as burst pipes?**

Your landlord is only responsible for insuring the building you live in, the walls, the roof, and the windows.

Would you be able to afford to replace everything if you had a fire in your home, or if your prized possessions were stolen in a burglary? Tenants insurance will cover your personal property, anything from clothes and bedding, to furniture and appliances.

Many policies also give you the option of protecting items away from home, like wheelchairs and bikes. You can also opt to protect your contents from accidental damage if you have a mishap and ruin your carpet or smash a mirror. Items left in sheds and garages can often be covered too.

**It's easy to get tenants insurance and if you go online you can shop around for the best deal.**

**Don't leave it until it's too late.**



# How we're doing...

We've recently issued our annual report. In the report we let you know how we're doing and share with you what we got up to last year. Here are some of the highlights...

## Investing in homes

**£11 million** investing in improvements and safety in our homes



Over **£13 million** spent on repairs and maintenance in our homes



We're committed to investing **£70 million** into our homes over the next three years



We built **60 new homes** and have **293 new homes** in construction



We're committed to delivering over **300 new homes** every year over the next three years



These will be a mix of affordable rent, rent to buy and shared ownership. **At least 80% of the new homes we build will be affordable rent**



## Supporting people and our communities

**1,203** customers supported to make new Universal Credit claims



**1,749** people engaged in social activities



**415** customers supported to resolve anti-social behaviour



**543** residents getting involved in events and activities organised through Livv



## Health and wellbeing

**1,582** customers supported in managing their mental health



**4,935** people supported to improve their wellbeing through community investment projects



**1,893** young people supported to improve their wellbeing



**1,012** people have seen an increase in their confidence levels through the support they've received from Livv projects and initiatives



**3,926** residents staying in their own homes for longer due to support through adaptations, access to additional income, or supported with health and wellbeing



**2,404** customers received tailored advice and support from our specialist teams. Including information on finance, welfare, independent living support, social inclusion, health and wellbeing, employment, training and much more



**£1.7 million** of additional income secured for customers



**4,700** residents supported to become financially better off



## Keeping you safe

We're 100% up to date with all areas of safety checks in our homes and communal areas (on 31 March 2021). This includes gas, electric, water, fire, asbestos and lifts.

Over **13,000** gas safety checks completed



**28,281** compliance safety visits to residential and communal properties



To read the report in full please visit [livvhousinggroup.com](https://livvhousinggroup.com) or request a copy by emailing [marketing@livvhousinggroup.com](mailto:marketing@livvhousinggroup.com)



# Your new career starts here!



## Who can apply?

**Future Skills** is open to all Livv customers who can attend the full training programme and are ready to move into a new job at the end.

Whether you're unemployed and receiving benefits, or in work and looking to retrain or upskill, there are places available.

Our Future Skills programme offers free, short, industry specific training courses to help you get the job you want.

Choose from courses in:

- construction
- warehousing & logistics
- health & social care
- maritime

Once you've completed your course, you're guaranteed progression interviews with employers who are looking for candidates like you!

## We can offer you:

- fully funded training up to the value of £1,500pp
- free travel pass whilst you're on training
- vouchers for expenses like uniform and PPE when you start your new job
- guaranteed progression interviews once you successfully complete your training
- 1:1 support from our dedicated team

Get in touch with our team to see which path is right for you:  
[advisoryteam@livvhousinggroup.com](mailto:advisoryteam@livvhousinggroup.com) 0151 290 7113

# Keeping you and our communities safe

## Every day we're working to stop anti-social behaviour (ASB).

Anti-social behaviour includes things like:

- Noise nuisance, including screaming and shouting/loud music
- Hate-related harassment
- Vandalism/damage to property
- Verbal abuse/harassment/threats

Sometimes other people's behaviour is inconsiderate, but it does not necessarily mean it's anti-social behaviour. It's important to remember that people live in different ways and have different levels of tolerance. What may be fine for one person may not be fine for someone else – we find that the best thing to do when we disagree is to talk and work things out.

Some behaviours, whilst a nuisance, may not be treated as 'anti-social'. Examples could include a one-off noisy party, children playing outside or other general household noises that can be heard through walls and floors, dog fouling, cats in gardens, cooking odours, disputes on social media.

Things can sometimes happen which are considered a crime. If you're a victim of a crime (including harassment, violence, or intimidation) report it to the police on 101. Always call 999 in an emergency.

Contact us and let us know if you're experiencing anti-social behaviour on **0151 290 7000** or visit **Livv Online**. If you leave your details, we'll let you know what action we're taking, but you can report anonymously too.

We review all complaints and act where we can.

**If in doubt, call us to talk about it. There are various ways we can help you.**



# Our colleagues at Livv are here to support you in many ways

## With your mental health & wellbeing

Everybody needs a helping hand from time to time. Whether it's a practical problem or an emotional one, there is help out there. If you're feeling low or isolated, need some help and guidance, and not sure where to turn, contact us for support.

## With your welfare

Need help managing your money or claiming the right benefits? Talk to us. Our dedicated teams work with specialist partners to make sure you get the support you need.

## Domestic abuse

Nobody should have to live in fear of abuse. If you're experiencing any form of abuse or violence, please contact the Knowsley Multi-Agency Safeguarding Hub on **0151 443 2600**. We work alongside them to provide support with any housing related issues, where needed.

If you're in immediate danger, call **999**. If you can't speak and are calling on a mobile press **55** to have your call transferred.

# Meet the customer panel

The Quality and Improvement Panel (QulP) is made up of 12 Livv customers who live across our local communities. Their job is to check and challenge how we are performing, working with us to identify improvements to make our services better.

By speaking to staff and customers and getting out into local communities, the panel see first-hand how we are doing. Working closely with the Livv Board, the panel then present them with their findings and recommendations.

We've spoken to three QulP members to find out more about their roles:

## Abi Kirkby QulP Secretary

### What is your role in the QulP?

I'm the youngest member of the QulP, so I try to give a young person's perspective on all discussions within the panel.

### What made you want to join?

I was interested to learn more about social housing and Livv as an organisation. I love being an active member of my community and elevating the voice of young people.

### Can you tell us some of the things the QulP get involved with?

I was part of the creation of QulPs report and presentation on customer access (helping customers access Livv through the contact centre in various ways). We have also reviewed things like Living magazine and Livv's social media, analysing the communication between Livv and their customers.

### What has been the best part about being on the QulP?

It's always great to feel your voice and opinions are being listened to – we can now see our recommendations coming into place!



## Vincent Dooley

### What made you want to join?

The QulP got involved in helping make things better for all customers. I joined the panel to give disabled customers a voice and help make things easier for people with or without any kind of disability.

### What has been the best part about being on the QulP?

Meeting new people and sharing our points of view, so we all have a good understanding of each other.



## John Phillips

### What made you want to join?

To be given the opportunity by Livv to have a voice and to act on behalf of your fellow customers.

### Can you tell us some of the things you get involved with?

The QulP gets involved in looking at services offered to all Livv customers. We then make recommendations to improve them.

(As an example) we have looked at letters that are sent out to customers. We looked at how the letters could be better written so that they were clear and easy to understand.

### What has been the best part about being on the QulP?

Having the opportunity to work with fellow customers and Livv staff members. We work together to make Livv properties great places to be.



Want to join the panel?

Email us at [customervoice@livvhousinggroup.com](mailto:customervoice@livvhousinggroup.com)

# Kickstart your career with Livv

It's a difficult time to be a young job seeker. For many, taking the first step can feel impossible.

The Kickstart scheme was launched to help young adults develop the right skills and experience needed to succeed. Livv joined Kickstart earlier this year, creating six-month job placements for local jobseekers.

Ellie Moss joined us through Kickstart. After completing her job placement in our Assets team, she successfully applied for an apprenticeship with us and is now working towards a qualification.

We asked Ellie a few questions about her experience:

**Do you have any advice for someone thinking about applying?**

Definitely go for the opportunity if you get it, it opens up so many options – it's a great experience!

**Hi Ellie, thanks for taking the time to chat to us. Let's start from the beginning. What made you want to apply for the Kickstart scheme?**

I wanted to try Kickstart because it seemed like there were so many opportunities to create a career and learn new things.

**How did you find it?**

I had a good experience! Everyone at Livv was really welcoming and kind; they were always there to help me out and guide me through.

**That's great to hear! Can you tell us about some of the opportunities that the Kickstart scheme opened up for you?**

I started Kickstart in August and then, after a few months, I had the chance to apply for an apprenticeship in the same role.

At the end of my apprenticeship, I'll get a Chartered Institute of Housing (CIH) Level 3 qualification. I'd like to get a job at Livv and carry on my career.



There's still time to apply. Visit our website to find out if you qualify and how to get started: [www.livvhousinggroup.com/kickstart](http://www.livvhousinggroup.com/kickstart)



# Stay off the naughty list this year

Christmas is a wonderful but often wasteful time of year. It can be easy to forget about the importance of recycling when you're so busy seeing friends and family, cooking, partying, and having fun. However, it's more important than ever to consider your waste, as there's more of it being produced!

So, how can you make the most of recycling opportunities this Christmas?

## Did you know

A staggering 300,000 tonnes of card is used in UK households during the festive season – enough to wrap Big Ben almost 260,000 times!



## All that glitters ain't gold

From the wrapping paper, which will be torn up and strewn about your living room, to the cards you've had hanging up – it's all recyclable.

Don't forget that cardboard crackers, boxes, paper hats, and tablecloths can be recycled too if they're clean enough.

If you're unsure whether you can recycle something, use the scrunch test with your wrapping paper and gift bags. All you do is scrunch it up. If it doesn't spring back to shape, it can be recycled. Watch out for glitter; tear off glittery sections and any sticky tape, ribbons, and bows. If your gift bags are in good condition, why not reuse them next year?

All Christmas cards are recyclable, but before you chuck them in your recycling bin, make sure you take off any glittery and non-paper sections!



## Once it's all over...

When Christmas has been and gone, the chance to recycle isn't over. You might still have your tree to deal with.

Unfortunately, you can't recycle your artificial tree. Check with your local charity shop as they may accept unwanted trees in good condition.

The good news is you can recycle your real trees. They're shredded into chippings and used locally in parks or woodland areas.

Check Knowsley Council's website for information about drop-off points or local collections, which happen in early January. Local charities also collect in return for small donations.



## It's not any old rubbish

Separating your household waste each week can be a bit of a faff but it's an important job to make sure we get rid of our rubbish the right way.

You can help to support the council's waste collection team by double checking which bin to use before you throw anything away.

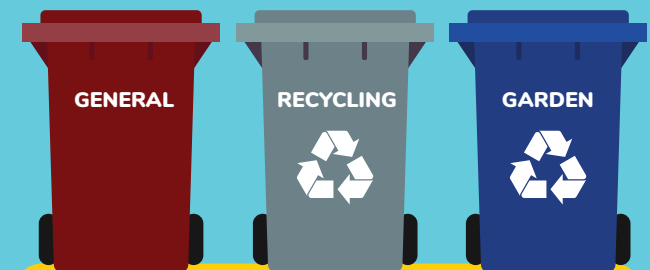
Don't throw your general household rubbish or food waste in your grey recycling bin as this contaminates the contents and the recycling team won't be able to take it away for you.



## What day is bin day?

Your bins get collected every week, alternating between general waste one week (maroon bin) and recycling the next (grey bin). Your garden waste goes in the blue bin and is collected once every three weeks during the gardening season.

If you're not sure when your bin gets collected, if you need a new bin, or if you have any other questions about recycling and bin collections, get in touch with Knowsley Council or visit their website: [www.knowsley.gov.uk/residents/bins,-waste-and-environment/bin-collections](http://www.knowsley.gov.uk/residents/bins,-waste-and-environment/bin-collections)



## Need a hand putting your bin out?

If you're elderly or have a disability and you don't have anyone to help put your bin out, Knowsley Council may be able to help you with that. Give them a call on **0151 443 2400** or visit their website.



## Goodbye batteries

With Christmas often comes new toys and lots of batteries! You can take dead batteries to specific battery collection points. By law, shops that sell a certain number of batteries must have a battery recycling collection point. You should easily find one in larger supermarkets and DIY centres. You can find your nearest collection point online at [erp-recycling.org](http://erp-recycling.org)

## Deccies ready for recycling?

Once you've taken your deccies down, they might be looking a bit tired and ready for the bin. Unfortunately, you can't recycle plastic or glass baubles and other tree decorations, but if they're in good condition, you could donate them to your local charity shop, give them to a friend, or sell them. Tinsel isn't recyclable either, so if it's lost its sparkle, you'll need to bin it.

If your Christmas tree lights have seen their last Christmas, you can recycle them at a Waste Electrical and Electronic Equipment (WEEE) recycling centre. You'll find it at your local household waste recycling centre.



If you think you've been a victim of fraud, report it to the police online or by calling 101.

# Spot the signs of doorstep crime

Always be on your guard when an unexpected visitor turns up at your home. Sometimes criminals go door-to-door to trick or take advantage of the people living there. Taking precautions can help you stay safe and keep fraudsters at bay:

## Bogus callers

Fraudsters may pretend to be from another business to gain access to your home. If someone at your door claims to be from a company, ask to check their ID before you let them in. If their ID badge has a phone number on it, don't call. Close the door and find the company number on the internet. If you aren't happy, don't let them in.

## Rogue traders

A rogue trader will try to talk you into paying for a service that they are offering. Often, they aren't qualified to do the job or may trick you into paying for things you didn't expect. Never buy or agree to buy anything at the door; do some research first. If you need a repair, always arrange it through Livv.

## What should I do?

Bogus callers and rogue traders can be persuasive. If you have any doubts, don't be pressured into anything. It's OK to say you aren't interested.

Merseyside Police's website has more advice about staying safe: [merseyside.police.uk](https://www.merseyside.police.uk)

Got information about bogus callers? Call **CrimeStoppers** on **0800 555 111**. CrimeStoppers is 100% anonymous and your call is free.

# The nights are drawing in...

As the weather turns colder it's important you stay warm and safe during the winter months.

By following these simple tips, you can keep one step ahead.



## Frozen pipes

Our advice is to open taps and heat the pipe slowly with a hair dryer. Don't overheat the pipe or use boiling water as this will cause the copper to burst.

## Boilers shutting down

Pipes freezing can affect your boiler. Simply run warm water down the condenser pipe (plastic pipe that comes out of the back of the boiler) – please be careful not to scald yourself.

## Stopping leaks

During cold snaps some pipes burst. Pipes might be split for several hours or days before you notice. As the water freezes it expands which can fracture the pipes, then as it thaws this results in the leak / burst. You can reduce the risk by making sure your property is heated. If you're away from home for a period of time, turn off your water supply at the mains stop tap and run all your taps until all the water contained in the system is removed, then turn off the taps. When you return turn your stop tap back on.

## Annual Gas Safety

Every year we check that your gas boiler and any other gas appliances in your home are working correctly. This essential check helps us keep you, your family and neighbours safe.

This check is mandatory so it's important that you let us know if you're not available for your appointment so we can rearrange it for you.

During the appointment we check all the gas appliances we have provided. Gas appliances that have not been properly installed, are faulty or poorly maintained can cause gas leaks, explosions and carbon monoxide poisoning.

We also do spot checks of our work. After your annual gas

safety check, gas repair or new boiler installation you may get a visit from a qualified inspector. They will carry out a quality assurance inspection of the work to help make sure our services are of a high standard.

If an old gas oven or hob needs to be removed or disconnected it's important that this is only carried out by a suitably competent Gas Safe registered engineer. There's a danger of a gas leak if the work is done incorrectly.

If you're in a Shared Ownership home it's your responsibility to arrange and pay for your annual gas servicing.

## Garden taps

It's harder for running water to freeze so open the tap and leave it to thaw naturally. Please be careful though, if the garden tap bursts, we will not repair it.



## Frozen paths

When paths/walkways become frozen, you can either buy grit yourself or use table salt to melt the ice. Be careful you don't slip on ice as many accidents caused in the winter are due to people slipping on ice. DON'T pour hot water over the affected area as this will cause it to freeze again, but even quicker.



# UPDATE

from

## 2022 set to be a special year for Knowsley

Next year, Knowsley will become the Liverpool City Region Borough of Culture. Throughout the year there will be events and activities that will celebrate everything about culture in the borough – from art and theatre to comedy, dance, food, sport and much more! No matter how old you are or what interests you, there promises to be something for everyone to enjoy.

The full programme of events is yet to be announced but already we know that the year is shaping up to be an exciting one, with the opening of The Shakespeare North Playhouse. Knowsley Council has also announced that it will host a huge sculpture trail across the borough that celebrates Edward Lear's famous poem The Owl & The Pussy-Cat – which was written in Knowsley.

The Earl and Countess of Derby with the sculptures



The overall theme for Knowsley's year is 'Storytelling' and throughout 2022, there will be opportunities to capture and bring to life the stories of the borough's people and places.

In the coming weeks lots more information will be shared about all the events and activities planned, and how you can get involved.

You can find out more and keep up to date with the latest news at [www.cultureknowsley.co.uk](http://www.cultureknowsley.co.uk) or you can follow @cultureknowsley on Facebook, Instagram or Twitter.



GET READY FOR 2022



## Festive events

Preparations for Christmas have been well underway with **Prescot's Christmas Light Switch on event** recently taking place on 13 November.

Coming up, we have **Huyton Village** lighting up on 19 November and Kirkby Town Centre's on 25 November.

We also have plenty of events taking place every Saturday in the run-up to Christmas. Just visit [www.knowsleynews.co.uk](http://www.knowsleynews.co.uk) to find out more.



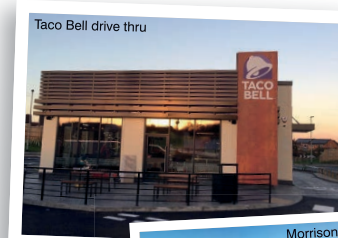
# Knowsley Council

Knowsley Council

## Town centre developments progressing

Despite the pandemic, progress on our town centre development plans have continued.

In Kirkby, KFC, Taco Bell and Morrisons (including the petrol filling station) are all now open. Work on Home Bargains is progressing and once we have a confirmed opening date, this will be shared on [www.knowsleynews.co.uk](http://www.knowsleynews.co.uk). Work on the new cinema scheme, with three food and drink outlets, will also start over the coming months.



Taco Bell drive thru



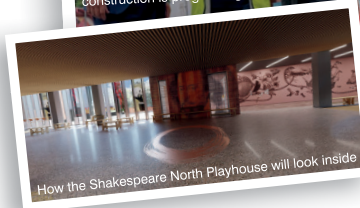
Morrisons supermarket



Huyton shops after makeover



The Shakespeare North Playhouse construction is progressing well



How the Shakespeare North Playhouse will look inside

Over in Huyton, 14 shop fronts have had a contemporary makeover with more to follow. A number of food and drink outlets have opened their doors including Common and La Vita with plans for more to open next year. The council has an ambitious 10 year development plan for Huyton and work is underway on preparing prime sites for development (including the former 'Venue' and a council building called 'The Yorkon').

If you've recently visited Prescot, you will have noticed the construction of The Shakespeare North Playhouse which is now a prominent landmark in the town. Brickwork on this impressive building is complete and glazing is now installed. This timber-framed theatre will open next year and will be a highlight of Knowsley's year as the Liverpool City Region's Borough of Culture.

# KEEP KNOWSLEY SAFE

Whilst things are slowly getting back to normal, COVID-19 hasn't gone away. It's really important that we continue with some of the behaviours we have become accustomed to – regular hand washing, wearing a face covering in crowded areas and being considerate of others who may welcome more space around them. The COVID vaccination and regular (twice weekly) testing are our best defence against the virus. If you haven't yet had your vaccine, contact your GP today.

# Staying safer in our communities

## Domestic abuse

Knowsley Council reminds communities that support is available to those who may be experiencing domestic abuse. There are several ways you can find help if you need it:

In an emergency call **999**

Alternatively, you can contact the **Knowsley Multi-Agency Safeguarding Hub** on **0151 443 2600**



## Brakes on scramblers

Knowsley Council has launched the **Brakes On campaign**, aimed at tackling the anti-social and illegal use of scrambler bikes and motorbikes.

Working with key partners including Merseyside Police and Livv, communities are encouraged to put the Brakes On scramblers by reporting where they are being stored.

## Knowsley Early Help Hub

Knowsley Early Help Hub work with children, young people and families to offer the right support early on before a small need becomes a bigger one.

Freephone the helpline on 0800 073 0043 and ask for your information to be passed onto the Early Help Hub, one of our staff will call you back.

## REPORT IT

In an emergency call **999**

To report to Merseyside Police call **101** or visit **[www.merseyside.police.uk](http://www.merseyside.police.uk)**

Or report crime anonymously to:

Knowsley's Crime and Communities Team by emailing **[Safer.Knowsley@knowsley.gov.uk](mailto:Safer.Knowsley@knowsley.gov.uk)**

Or call Crimestoppers on **0800 555 111**



## Hate crime

Knowsley's Crime and Communities Team works with Merseyside Police & Crime Commissioner's office, Merseyside Police, and Merseyside Fire and Rescue Service, as well as other key partners such as Livv Housing Group to stand against hate crime.

Hate crime is defined as an act where the victim or anyone else thinks it was motivated by hostility or prejudice based on one of the following things: disability, sex, age, race, religion, transgender identity, sexual orientation.

## REPORTING HATE CRIME

If it feels like the situation could get heated or violent or if someone is in immediate danger call **999** straight away.

You can report hate crime online or call **101**

Alternatively, you can report it to **Stop Hate UK** on **0800 138 1625**

# Fire safety advice

With a recent increase in house fires, our Fire Safety Management Team would like to share some good advice with you to help prevent fires or ensure that they can be extinguished at the earliest possible stage.

## Check your smoke detectors

Fire and smoke detectors are your first line of defence against danger. When smoke and heat enter them, the sensors inside sound the alarm. This means you can catch the problem before it becomes an emergency. So be sure to keep your smoke detectors in good condition.

## Test your smoke detectors every month

It only takes a few minutes to test them, and it can save your home in an emergency. Detectors have a button on the face. Press the button and wait for the alarm. Ask a partner to listen for the alarm in a faraway room. The smoke detector may be working, but it isn't helpful if the whole house can't hear it. Do this for each smoke detector in your home once a month.

## Change the batteries as needed

When the batteries in smoke alarms are low, you'll know. Those annoying chirps every few minutes aren't just for fun. They're low-battery alerts and they shouldn't be ignored. If a fire breaks out in your home and the smoke detector's batteries are drained, the alarm won't sound, putting your home at risk.

## Watch your appliances

Appliances like stoves and washing machines make daily life a lot easier, but they can also pose a fire hazard. Thankfully, there are ways to improve safety. From family meals to midnight snacks, the kitchen may be the best room in the house. But with so many appliances in one place, it deserves a little extra attention. When it's time to get cooking, be sure your oven, stove, and any hot plates are far away from flammable items like curtains or chemicals. Don't leave the room unattended if you can help it and avoid cooking late at night if you're feeling sleepy, particularly if you are the only person at home.

## Sleeping areas

Start by taking a look at your mattress to make sure it contains flame-retardant chemicals inside. For extra protection, consider a flame-retardant mattress cover. Electric blankets, smoking in bed, space heaters, and overloaded wall sockets are all hazards in the bedroom. If you smoke, take it outside. Only use electric blankets with automatic shut off abilities. Avoid overloading wall sockets and power strips with too many plugs.

## Outhouses and outside

Barbecues, bonfires, and fireworks are obvious culprits for outdoor fires. But did you know potting soil is a fire hazard too? Fertiliser and some brands of potting soil contain flammable materials that can combust under heat or after someone ashes a cigarette. Store your gardening supplies in a cool, dry area. And if anyone in your house smokes, be sure to provide them with a safe place to put out their cigarettes.





# Winter nights wordsearch puzzle

Complete our winter nights themed wordsearch to be in with a chance of winning a £100 Amazon voucher! When you know what the missing word is, email the answer with your name, address and phone number to: [marketing@livvhousinggroup.com](mailto:marketing@livvhousinggroup.com)

Y	O	K	X	L	T	S	V	Y	F	A	S	W	X	Z
U	S	B	N	A	J	F	W	A	R	M	T	H	H	J
Y	P	O	E	U	S	F	J	Z	W	R	S	L	J	E
R	N	M	C	O	L	U	Q	E	N	Y	A	D	H	U
X	V	I	A	T	E	M	B	Q	K	V	M	L	M	H
Q	F	T	L	L	D	R	L	Z	B	H	T	O	H	Q
U	A	T	P	C	G	A	A	X	X	A	S	S	N	V
Y	I	E	E	K	E	E	N	X	C	P	I	Q	A	T
B	P	N	R	A	H	E	K	Z	P	H	R	U	M	I
N	O	S	I	G	H	D	E	W	M	T	H	R	B	B
N	I	T	F	U	A	E	T	A	L	O	C	O	H	C
O	S	W	O	L	L	A	M	H	S	R	A	M	I	O
N	A	E	R	L	A	T	A	X	Q	H	E	V	S	E
B	S	N	O	W	F	L	A	K	E	Y	P	K	I	Q
F	N	G	J	L	F	S	C	A	R	F	J	G	H	W

Cosy

Fireplace

Warmth

Marshmallows

Christmas

Scarf

Blanket

Snowflake

Gingerbread

Mittens

Sledge

Earmuffs

Hot chocolate

## T&Cs

Closing date: **31 December 2021**. Terms and conditions: 1. Limit of one entry per household. 2. Only one prize is available. 3. The winner will be chosen at random. 4. The judge's decision is final. 5. Your name and contact information will be stored only for the purposes of contacting the winner to send them the voucher. 6. All entries must be received by 5pm on 31 December 2021. Any entries received after this date will not be entered into the competition. 7. Postal entries should be sent to: Marketing, Livv Housing Group, Lakeview, Kings Business Park, Prescot, Knowsley L34 1PJ. 8. By entering the competition, you agree to the terms and conditions. 9. This competition is only open to customers living in a Livv Housing Group property.